

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for use in a computer system comprising at least one first computer in an existing cluster of computers and one second computer, the system for processing consecutive inquiries associated with a service in ef-an external computer, the method comprising:

observing the processing time that the first computer requires for processing a first inquiry of the external computer;

performing an availability test to identify the second computer; incorporating the second computer into the existing cluster, if, based on

the availability test, no suitable computer is available in the existing cluster; and

establishing a threshold standard time and a threshold maximum time;
adapting the threshold standard time and the threshold maximum time so
they are longer if the service is a background service and shorter if the service is a
customer-critical service;

comparing the observed processing time to the threshold standard time
and the threshold maximum time;

rerouting the first inquiry to the second computer if the processing time
exceeds the threshold maximum time; and

rerouting a second inquiry from the first computer to the second computer

if the processing time exceeds a the threshold standard time, the method being characterised in that the standard time is dependent on the type of inquiry.

2. (Previously Presented) The method according to claim 1, wherein the standard time is dependent on the configuration of the first computer.

3. (Previously Presented) The method according to claim 1, wherein the processing time is determined relative to a quantity of data.

4. (Previously Presented) The method according to claim 1, wherein the processing times of consecutive inquiries are taken into account during observation.

5. (Previously Presented) The method according to claim 1 wherein the step of observing is performed by an observer module and the step of rerouting is performed by a rerouter module.

6. (Previously Presented) The method according to claim 1, wherein the steps of observation and rerouting are induced by a management program within the system.

7. (Currently Amended) A computer-readable storage medium that stores a set of instructions that when executed by a processor performs a method of routing external computer inquiries associated with a service in an external computer, the computer-readable medium executed by the set of instructions comprising:

prompting an application to observe the processing time that a first computer in an existing cluster of computers requires for processing a first inquiry of an external computer,

prompting the application to perform an availability test to identify a second computer;

prompting the application to incorporate the second computer into the existing cluster, if, based on the availability test, no suitable computer is available in the existing cluster; and-

prompting the application to establish a threshold standard time and a threshold maximum time;

prompting the application to adapt the threshold standard time and the threshold maximum time so they are longer if the service is a background service and shorter if the service is a customer-critical service;

prompting the application to compare the observed processing time to the threshold standard time and the threshold maximum time;

prompting the application to reroute the first inquiry to the second computer if the processing time exceeds the threshold maximum time; and

prompting the application to reroute a second inquiry from the first computer to the second computer if the processing time exceeds athe threshold standard time,

~~wherein the standard time is dependent on the type of inquiry.~~

8. (Currently Amended) A system for processing consecutive inquiries associated with a service ~~from~~ in an external computer comprising:

a first computer in an existing cluster of computers;
a second computer; and
an application operative to perform an availability test to identify the
second computer; to incorporate the second computer into the existing cluster, if, based
on the availability test, no suitable computer is available in the existing cluster; and to
observe the processing time that the first computer requires for processing a first inquiry
of an external computer; to establish a threshold standard time and a threshold
maximum time; to adapt the threshold standard time and the threshold maximum time
so they are longer if the service is a background service and shorter if the service is a
customer-critical service; to compare the observed processing time to the threshold
standard time and the threshold maximum time; to rerouting the first inquiry to the
second computer if the processing time exceeds the threshold maximum time; and to
reroute a second inquiry from the first computer to the second computer if the
processing time exceeds athe threshold standard time, wherein the standard time is
dependent on the type of inquiry.

9. (Previously Presented) The method of claim 1, wherein the processing time is the floating average time that the first computer requires for processing a stipulated number of inquiries.

10. (Previously Presented) The method of claim 1, wherein the standard time is fixed relative to a stipulated number of inquiries such that rerouting occurs only when the processing time exceeds the standard time in more than a predetermined number of allowed incidences.

11. (Previously Presented) The computer-readable medium of claim 7, wherein the standard time is dependent on the configuration of the first computer.

12. (Previously Presented) The computer-readable medium of claim 7, wherein the processing time is determined relative to a quantity of data.

13. (Previously Presented) The computer-readable medium of claim 7, wherein the processing times of consecutive inquiries are taken into account during observation.

14. (Previously Presented) The computer-readable medium of claim 7, wherein the processing time is the floating average time that the first computer requires for processing a stipulated number of inquiries.

15. (Previously Presented) The computer-readable medium of claim 7, wherein the standard time is fixed relative to a stipulated number of inquiries such that rerouting occurs only when the processing time exceeds the standard time in more than a predetermined number of allowed incidences.

16. (Previously Presented) The system of claim 8, wherein the standard time is dependent on the configuration of the first computer.

17. (Previously Presented) The system of claim 8, wherein the processing time is determined relative to a quantity of data.

18. (Previously Presented) The system of claim 8, wherein the processing times of consecutive inquiries are taken into account during observation.

19. (Previously Presented) The system of claim 8, wherein the processing time is the floating average time that the first computer requires for processing a stipulated number of inquiries.

20. (Previously Presented) The system of claim 8, wherein the standard time is fixed relative to a stipulated number of inquiries such that rerouting occurs only when the processing time exceeds the standard time in more than a predetermined number of allowed incidences.